

**Job Title (working title):** Assistant Director, Audits and Reporting Managed Long-Term Services & Supports, CHOICES – Quality & Compliance

**State Classification Title:** Managed Care Program Manager 2

**Summary:** Under general supervision of the Director of Managed Long-Term Services & Supports (MLTSS), CHOICES – Quality & Compliance

**Distinguishing Features:** An employee in this position will support the Director of Managed Long-Term Services & Supports – Quality & Compliance in managing the existing CHOICES program for people with physical disabilities and people who are over 65. The Assistant Director will be tasked with supporting the Director with maintaining a system of programmatic monitoring and contract compliance of the Managed Care Organizations and other contracted entities responsible for implementing the CHOICES program. Responsibilities include: developing audit tools and protocols; conducting contractor audits both on/off site; developing report templates; conducting the review and analysis of programmatic reports and other contract deliverables; tracking Tennessee's compliance with all necessary state and federal laws and regulations; maintaining expertise in best practices related to quality assurance and compliance in MLTSS; and working collaboratively across diverse partners, including other TennCare programs, other state agencies and external entities within and outside of Tennessee.

**Primary Roles and Responsibilities:**

- Day to day management of the audit and reporting requirements within the CHOICES program
- Regular review of program contracts, rules and regulations to identify potential changes/improvements
- Research of practices in other states and maintain expertise in national best practices related to quality assurance and compliance in MLTSS programs
- Development and implementation of audit tools, protocols, schedules and processes
- Development and maintenance of multi-faceted report templates
- Development and presentation of audit results and reporting analysis and observations for use by the Director in the overall management and oversight of the CHOICES program
- Working with the Assistant Director of Program Management to monitor data and reports related to the operation and performance of the CHOICES program
- Technical assistance to contractors about the audit processes and contract deliverable requirements, as necessary
- Assistance with the development and implementation of MLTSS program policies, procedures and protocols
- Assistance with monitoring quality of services and compliance with MLTSS program rules
- Supervision and professional development of direct reports
- Other special projects as assigned

**Minimum Qualifications:**

**Education and Experience:**

- Graduation from an accredited college or university with a bachelor's degree in business management, accounting (including auditing coursework), public administration or related field

- Experience equivalent to three years of professional level experience with auditing programs and reviewing, analyzing and interpreting data
- Experience working on a large scale project
- Experience with program management
- Excellent written and oral communication skills

Special Requirements:

- Experience working in or with Medicaid or disability related programs
- Strong work ethic and ability to work well with a team
- Organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines.
- Ability to adapt to changing priorities and deadlines
- Must be proficient in excel, word and database utilization

Qualified candidates should send their resume to [Vicki.Oberg@tn.gov](mailto:Vicki.Oberg@tn.gov)